

Get in touch

Call us to get advice on:

01727 811118

Monday to Thursday 10am to 4pm

Friday 10am to 1pm

We'll arrange for someone to call you back to find the most appropriate way for us to help you.

Relay UK - if you can't hear or speak on the phone, you can type what you want to say: **18001 then 01727811118** You can use Relay UK with an app or a textphone. There's no extra charge to use it. Find out more: relayuk.bt.com

If you can't access us by phone:

Drop in: 10am to 1pm

The Hub, Civic Centre, St Peter Street
(next to the Alban Arena)

Visit our website to chat to an adviser online, or email us:

citizensadvicestalbans.org.uk

Our website can be read in over 100 languages. On our homepage, find the language you need in the drop down menu.

Citizens Advice helps people find a way forward.

We provide free, confidential and independent advice to help people overcome their problems. We are a voice for our clients and consumers on the issues that matter to them.

We value diversity, champion equality, and challenge discrimination and harassment.

We're here for everyone.

At Citizens Advice St Albans, we can work with you to sort out any debt worries and help you claim the benefits you may be entitled to. We can help with housing and employment problems, or deal with queries about consumer or tax issues. We can advise on family and personal matters too.

citizensadvicestalbans.org.uk



@CAStalbans

Published 2022

Citizens Advice St Albans District is an operating name of St Albans Citizens Advice Bureau. Charity number 1041830. Company limited by guarantee. Registered number 2969165 England & Wales.

Extra help from your energy suppliers

Join the Priority Services Register



**citizens
advice**

**St Albans
District**

Joining the Priority Services Register

You may be entitled to sign up to the Priority Services Register of your energy and water provider if you are:

- a pensioner
- a disabled person
- hearing or visually impaired

Or if you have:

- a chronic illness or long term medical condition

If you're on the register, you'll get extra help with things like meter reading. You'll be given priority in an emergency, like a power cut.

What are the benefits?

- advance notice if your energy supply is going to be interrupted
- priority reconnection and help if your supply is interrupted (such as during a power cut)
- extra help to use your meter or appliances
- annual gas safety checks
- free advice on being more energy-efficient
- protection from cold callers with a password protection scheme to keep you safe
- your energy company may provide ice blocks to keep medicines cold. Your water company may bring bottled water to your door.

Help with bills and meter reading

- having your meter moved free of charge if it's hard for you to use or read the meter
- regular meter readings if you can't read your meter
- bills sent to a relative, carer or friend to help you check them.
- your bills and meter readings in braille, large print, audio tape, textphone or typetalk if you're visually impaired

If you think you're eligible, ask your adviser on how to join the register, or call your energy supplier who will be able to sign you up.